

## Communication & Conflict Cheat Sheet



1.	<p><b>Practice Assertive Communication &amp; “I” Statements</b></p> <p><b>I Feel....I Wish....</b></p>	<p><b>NO Aggressive Communication or “YOU” Statements (Blaming)</b></p>
2.	<p><b>Practice Active Listening:</b></p> <p><b>Listen &amp; reflect back both CONTENT AND FEELING of partner’s message before responding</b></p>	<p><b>Don’t Argue, Justify, Defend, React, or jump into “Fix-it” mode</b></p>
3.	<p>Give full attention &amp; eye contact</p>	<p>NO phone, TV, earphones, book, etc.</p>
4.	<p>Focus on partner’s good qualities; praise, compliment and affirm</p>	<p>Don’t focus on partner’s weaknesses: judge, criticize, belittle, name-call</p>
5.	<p>Be specific</p>	<p>Don’t Generalize (always/never)</p>
6.	<p>Focus on the issue</p>	<p>Don’t focus on the person</p>
7.	<p>Be direct</p>	<p>Don’t triangulate</p>
8.	<p>Seek a win-win solution</p>	<p>Don’t assume a winner/loser</p>
9.	<p>Stay in the moment</p>	<p>Don’t drag up the past</p>
10.	<p>Take your partner’s concerns seriously; Practice Empathy</p>	<p>Don’t Ignore, Dismiss, or Stonewall</p>
11.	<p>Practice keeping a sense of kind humor and perspective</p>	
12.	<p>Remember the 10 Steps to Conflict Resolution Process</p>	
13.	<p>Ask for a time-out if you need a break in order to use your tools!</p>	